

ORDER FOR SUPPLIES AND SERVICES				IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution		PAGE 1 OF 1 PAGE(S)	
1. DATE OF ORDER 09/23/2016		2. ORDER NUMBER GSQ1516IA0016		3. CONTRACT NUMBER GS00Q09BGD0027		4. ACT NUMBER	
FOR GOVERNMENT USE ONLY	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 296X	ORG CODE Q00DB000	B/A CODE AE10	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AF200	C/E CODE H08	PROJ./PROS. NO.	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT./CRFT		AI	LC	DISCOUNT
7. TO: CONTRACTOR (Name, address and zip code) (b) (4) HP ENTERPRISE SERVICES, LLC 13600 EDS DR A3S-B53 HERNDON, VA 20171-3225 United States (b) (4)				8. TYPE OF ORDER B. DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated.			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract.			
				C. MODIFICATION NO. 000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A. EMPLOYER'S IDENTIFICATION NUMBER (b) (4)		9B. CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged.			
10A. CLASSIFICATION Other than one of the preceding				10B. TYPE OF BUSINESS ORGANIZATION C. Corporation			
11. ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 05 Eben Greybourne		12. REMITTANCE ADDRESS (MANDATORY) HP ENTERPRISE SERVICES, LLC P.O. BOX 848433 DALLAS, TX 75284-8433		13. SHIP TO (Consignee address, zip code and telephone no.) Kristen Lanier 1800 F Street NW			

230 S. Dearborn ST., RM #3808 Chicago, IL 60604-1505 United States (312) 886-3811	United States	Room 4300 Washington DC, DC 20405-0001 United States 703-605-3581	
14. PLACE OF INSPECTION AND ACCEPTANCE Kristen Lanier 1800 F Street NW Room 4300 Washington DC, DC 20405-0001 United States		15. REQUISITION OFFICE (Name, symbol and telephone no.) Kristen A. Buzby GSA Region 15 1800 F ST NW WASHINGTON, DC 20405-0001 United States (703) 605-9354	
16. F.O.B. POINT Destination	17. GOVERNMENT B/L NO.	18. DELIVERY F.O.B. POINT ON OR BEFORE 09/29/2017	19. PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0.00 % 0 DAYS / 0.00 % 0 DAYS

20. SCHEDULE

Solicitation Reference: ITSS # ID15160011

Task Order Number: GSQ0516IA0016

Previous Task Order Number(s): GST0013AJ0137 (TOS order# 2016-32728), GSQ0516BM0154 (ITSS #ID05160038)

Project Title: Integrated Award Environment Federal Service Desk

Contractor: HP Enterprise Services, LLC

FSS/GWAC Contract Name and Number: Alliant GWAC: GS00Q09BGD0027

Contract Type: FFP/CPAF

NAICS Code: 541519 Other Computer Related Services

Product Service Code: D321 IT and Telecom Helpdesk

Inherently Governmental Functions Code: IGF::OT::IGF for Other Functions

Codes: Contracting Office: 47QFLA, Funding Agency: 4732, Funding Office: 47QDCA

1. TASK ORDER AWARD

This award is for GSA, Federal Acquisition Service Integrated Award Environment Federal Service Desk. **This award constitutes the exercising of Option 3 of the original task order and is for this period of performance only.**

This award is a continuation of FEDSIM Task Order GST0013AJ0137 (TOS order #2016-32728) and GSA Region 5 Task Order GSQ0516BM0154 (ITSS #ID05160038). This task order was transitioned for administration from GSA FEDSIM to GSA Region 5, Federal Acquisition Service (FAS), Acquisition Operations Division (AOD). This change in task order number is necessitated by internal GSA account rules and funding process and is made solely for the benefit of the government.

2. INCORPORATED DOCUMENTS

The provisions, attachments, and documents incorporated by reference, including the contractor's proposal, as revised, and applicable provisions in task orders GST0013AJ0137 and GSQ0516BM0154 are hereby incorporated into this award by reference.

Statement of Work

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section C of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

C.1 BACKGROUND

In 2003, the Integrated Award Environment (also known as the Integrated Acquisition Environment) Project was created as an e-Government initiative (e-Gov) under the President's Management Agenda. The concept behind the Integrated Award Environment (IAE) was to provide Federal Government agencies and contractors with shared IT systems to manage the acquisition and grants making process from solicitation through closeout.

The IAE systems were developed over several years as free-standing systems to fulfill different roles throughout the acquisition and grants making process. The current status of the IAE includes thirteen systems that facilitate all phases of the federal awards management lifecycle and serve the entity management, acquisition and financial assistance (grants and loans) communities. Below are some general statistics about the IAE systems:

- Contain information on over 700,000 entities doing business or seeking to do business with the Federal Government;
- Track more than five million transactions totaling over \$530 billion in annual obligations;
- Provide visibility to over \$1 trillion in government contracts at various stages of performance;
- Support over 50,000 monthly customer support inquiries, and provide past performance access for over 22,000 contracting professionals access IAE systems each month;
- Display over 23,000 Federal business opportunities to millions of users each month.

In order to better manage the IAE systems and better embody the spirit of shared services across the government, an effort was undertaken to consolidate IAE systems under the System for Award Management (SAM). As a result, there was an increased need for customer service support through the Federal Service Desk (FSD), which provides Tier 1 service request support to all of the IAE systems. As IAE undergoes a reimagining of its overarching structure, the FSD will continue to function as a primary touch point for ensuring IAE customers are able to effectively carry out the necessary tasks involved in the acquisition and grants processes.

C.1.1 PURPOSE

The purpose of this Task Order is to provide the services to support users of current and future IAE applications. This support is to assist users in all Department of Defense and Civilian Departments and Agencies in the Federal Government, as well as all other users of the IAE.

C.2 SCOPE

The scope of this order includes all aspects of providing IAE users with their primary service request support.

The specific support requirements include:

- Provide an existing modern, preferably, web-based, call center management application solution;
- Continued Development, Maintenance and enhancement of the IAE FSD Portal;
- Development, maintenance and enhancement of Tier 0 (user self-help) materials;
- Deploying, and maintaining an Interactive Voice Response (IVR) System;
- Tier 1 service request Support for all IAE applications;
- Tier 2 service request Support for SAM;
- Tier 2 service request Support for all IAE applications (optional);
- Coordination of service request exchanges to and from other resolver groups;
- Providing additional “Surge” service request support during peak demand;
- Continuity of Operations support;
- Managing, communicating and reporting on all service requests; and
- Deploying, extending, and maintaining a modern Service Request Management System.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

C.3.1 Federal Services Desk (FSD)

The Government supports the suite of IAE applications through the FSD portal. The portal is intended to be the single support point and resource center for Government-wide systems that acquisition professionals utilize during the contract award and contract management process.

The FSD portal contains:

- General or specific application search features;
- Answer Center: A knowledge base of frequently asked questions;
- User Guides: System specific guides for support;
- Quick Start Guides: Guides on specific topics within the systems;
- Videos: Videos to help users navigate and understand the systems;
- Helpful Hints: A repository of documents and guides available to users;
- Service Request Contact information; and
- A survey tool allowing users to provide feedback to improve the portal.

C.3.2 Integrated Award Environment (IAE)

The following systems support the mission of IAE, and are within the scope of this order.

- The System for Award Management (SAM)

- The Catalog of Federal Domestic Assistance (CFDA)
- The Electronic Subcontracting Reporting System (eSRS)
- The Federal Procurement Data System – Next Generation (FDPS-NG)
- Federal Business Opportunities (FBO)
- The Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Contracts)
- The Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Grants)

C.3.2.1 System for Award Management (SAM)

The System for Award Management combined federal procurement systems and the Catalog of Federal Domestic Assistance into one new system. This consolidation is being done in phases. SAM currently includes the functionality from the following systems, and is likely to broaden in functionality over time:

- Central Contractor Registry (CCR)
- Federal Agency Registration (Fedreg)
- Online Representations and Certifications Application (ORCA)
- Excluded Parties List System (EPLS)

C.3.2.2 Catalog of Federal Domestic Assistance (CFDA)

The Catalog of Federal Domestic Assistance is a government-wide compendium of Federal programs, projects, services, and activities that provide assistance or benefits to the American public. It contains financial and nonfinancial assistance programs administered by departments and establishments of the Federal government.

As the basic reference source of Federal programs, the primary purpose of the Catalog is to assist users in identifying programs that meet specific objectives of the potential applicant, and to obtain general information on Federal assistance programs. In addition, the intent of the Catalog is to improve coordination and communication between the Federal government and State and local governments.

C.3.2.3 electronic Subcontracting Reporting System (eSRS)

The electronic Subcontracting Reporting System is intended to create higher visibility and introduce more transparency into the process of gathering information on federal subcontracting accomplishments. As part of the President's Management Agenda for Electronic Government, the Small Business Administration (SBA), the IAE, and a number of Agency partners collaborated to develop the next generation of tools to collect subcontracting accomplishments. This Internet-based tool streamlines the process of reporting on subcontracting plans and provide agencies with access to analytical data on subcontracting performance, and eliminates the need for paper submissions and processing of the SF 294's,

Individual Subcontracting Reports, and SF 295's, Summary Subcontracting Reports, and replaces the paper with an easy-to-use electronic process to collect the data.

C.3.2.4 Federal Procurement Data System – Next Generation (FPDS-NG)

The Federal Procurement Data System – Next Generation is the central data collection point for federal contract awards. All contracts whose estimated value is \$3,000 or more or that may be \$3,000 or more. Executive Departments and Agencies award over \$200 billion annually for goods and services, which is collected in FPDS-NG. The system can identify which agencies procured services, which contractor provided those goods and services, and what was paid.

FPDS-NG provides procurement data to USASpending.gov, which combines procurement data with information regarding grants and loans. USASpending.gov is hosted in the same environment as FPDS-NG, and is covered under the scope of this Task Order.

C.3.2.5 FedBizOpps.gov (FBO)

FedBizOpps.gov is the single government point-of-entry (GPE) for Federal government procurement opportunities over \$25,000. Government buyers are able to publicize their business opportunities by posting information directly to FedBizOpps via the Internet. Through one portal commercial vendors seeking Federal markets for their products and services can search, monitor and retrieve opportunities solicited by the entire Federal contracting community.

C.3.2.6 Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Contracts)

The Federal Funding Accountability and Transparency Act of 2006 (FFATA) established a requirement to collect award data on all subcontracts valued at \$25,000 or more. Prime contractors are now required to report subcontract awards to the FFATA Sub-award Reporting System.

C.3.2.7 Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Grants)

The Federal Funding Accountability and Transparency Act of 2006 (FFATA) established a requirement to collect award data on all sub-grants valued at \$25,000 or more. Prime Grant Awardees are now required to report sub-grants awards to the FFATA Sub-award Reporting System.

C.3.2.8 Wage Determinations OnLine (WDOL)

The Wage Determinations OnLine (WDOL) system provides a single location for federal contracting officers to use in obtaining appropriate Service Contract Act and Davis-Bacon Act wage determinations for each official contract action. WDOL also provides contracting officers direct access to the Department of Labor's "e98" website to submit a request for Service Contract Act wage determinations for use on official contract actions.

C.3.3 Definition of Terms in this document

Unless otherwise specified, all technical terms, not procurement or regulatory terms, in this document are to be construed as defined by ITIL® 3.1.24. A complete list of ITIL terms is

included in Section J Attachment 3. Additionally, Government provided supplemental definitions are included in Section J Attachment 4. Any procurement or regulatory terms are to be construed as prescribed by the FAR, regulation or other Federal governing documents.

C.3.4 Management Approach

Aspects of each of these applications are partially managed independently, while other aspects are managed as a portfolio.

In order to obtain operational efficiencies, all IAE applications will use the Service Request support provided under this order for Tier 1 service, and Tier 0 service, which includes a knowledgebase on FSD's website, FAQs, and other information they seek.

In order to ensure effectiveness in resolving user issues, a more varied approach will be utilized for Tier 2 support. Tier 2 service requests will go to the resolver group that has greater systems expertise and is charged with resolving those tickets.

Regardless of the Tier of the ticket, or resolver group assigned to resolve that ticket, the contractor supporting this order will be responsible to track, report, and escalate tickets requiring attention.

Additionally, the contractor will provide the Service Request Management System for all resolver groups, and to ensure that all legacy data is migrated in at the beginning of this order, and out upon completion of this order.

C.3.5 Service Request Activity

The historical table included in Attachment 17 provides the average daily service requests since June of 2012. No further historical data is available.

C.4 OBJECTIVE

The objective of this Task Order is to leverage industry best practices to provide a turnkey Service Request Management solution for current and future IAE applications that will facilitate an effective user experience.

C.5 TASKS

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM), by name, who shall provide management, direction, administration, quality control, and leadership of the execution of this Task Order. See Section H.2 for further information.

The contractor shall schedule meetings and provide deliverables in accordance with Section F.

All program management activities and hours are to be included in this task, including subtasks, and no program management activities or hours are to be included in any other tasks or subtasks, for the full period of performance of this order.

C.5.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate and lead a Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the COR. The contractor shall provide the following at the Kick-Off meeting:

- a. Kickoff Slides, including an agenda, staffing status, facilities readiness, and other pertinent information
- b. The complete Draft Project Management Plan
- c. The complete Draft Transition-In Plan

C.5.1.2 SUBTASK 2 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

- a. Describe the proposed management approach;
- b. Contain the proposed communication plan;
- c. Contain detailed Standard Operating Procedures (SOPs) for all tasks;
- d. Include milestones, tasks, and subtasks required in this Task Order;
- e. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations;
- f. Include the contractor's Quality Control Plan (QCP); and
- g. Provide a comprehensive Concept of Operations (CONOPS).

C.5.1.3 SUBTASK 3 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be comprehensively updated annually at a minimum. Any major changes in the IAE applications will necessitate a review of the PMP to ensure currency. As the components of the PMP are varied, the contractor may update these sections more frequently as needed. The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.4 SUBTASK 4 – DEVELOP FINAL TRANSITION-IN PLAN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. All transition activities will be

completed 30 calendar days after the start date of the Task Order, and the contractor shall have the ability to receive and resolve calls within 14 calendar days of the start of the Task Order. The Government will provide comments on a draft Transition-In Plan at the Kick-off Meeting. The contractor shall provide a final Transition-In Plan within four workdays following receipt of Government comments. The transition plan shall include, at a minimum:

- Provisioning plan and timeline for the Service Request Management System;
- Provisioning plan and timeline for establishing a toll free service phone number;
- Provisioning plan and timeline for the IVR system which shall have the ability to route calls, provide access to self-help recordings, and provide users the ability to receive a “Call Back” at a later time;
- Migration plan to move all open and closed service requests to the Service Request Management System;
- Implementation plan and timeline for proposed improvements and/or changes to the FSD Portal and any materials;
- Development and updating of FAQs, and other Tier 0 support materials;
- Development and updating Scripts and materials for Tier 1 support and Tier 2 support;
- IAE subject matter training for the contractor’s service desk staff; and
- COOP plan, timelines, thresholds, and reconstitution times.

C.5.1.5 SUBTASK 5 – PREPARE A WEEKLY STATUS REPORT (WSR)

The contractor PM shall develop and provide a WSR using Microsoft (MS) Office Suite applications, by Friday of each week via electronic mail to the Technical Point of Contact (TPOC) and the COR. The WSR shall include the following:

- a. FSD Availability;
- b. Requests: Total Volume, and medium of submission;
- c. Requests: First Request Resolution Rate, and medium of submission;
- d. Calls: Abandonment Rate ;
- e. Calls: Response Time;
- f. Web Chat: Average Wait Time;
- g. Telephone: Average Speed of Answer;
- h. Service Requests opened in the current week;
- i. Service Requests closed in the current week;
- j. The number of unresolved Service Requests for the current week;
- k. Total Unresolved Service Requests;
- l. Problems and corrective actions taken;
- m. Issues or concerns and proposed resolutions;
- n. Outstanding Government actions required;
- o. FSD Portal Availability;
- p. All Accuracy and Completeness issues identified in Tier 0 support; and
- q. All Complaints or Poor Survey Responses
- r. Weekly Calibration Session (Weekly user group meeting).

C.5.1.6 SUBTASK 6 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor PM shall develop and provide an MSR using Microsoft (MS) Office Suite applications, by the tenth of each month via email to the Technical Point of Contact (TPOC) and the COR. The MSR shall include:

- a. All Metrics in the Weekly Status Report, shown for each week in the month;
- b. Activities during reporting period, by task (include: on-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task;
- c. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them;
- d. Personnel gains, losses, and adjudication statuses (security clearance, etc.);
- e. Outstanding Government actions required;
- f. FSD Performance Report;
- g. Federal Service Desk Availability;
- h. Tier 2/3 Escalation Incorrect Escalation;
- i. Activities to ensure the accuracy and completeness of the Tier-0 Support (Self Service Knowledgebase);
- j. Problem and Change Report;
- k. All Customer Service Request feedback notifications;
- l. Monthly Steward Report (IAE requirement); and
- m. Financial management statistics, to include the contract to date charges by CLIN, the spend plan for the then current fiscal year by month, the actual costs for the current fiscal year by month, and the associated award fee earned/pool accrued for the current fiscal year by month.

C.5.1.7 SUBTASK 7 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall convene a twice a month (frequency to increase or decrease) Technical Status Meeting with the TPOC, COR, and other vital Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the COR within five workdays following the meeting. Topics to be covered include:

- SLA performance;
- Changes and status of the FSD portal;
- Known Issues;
- Open Forum; and
- Customer Service Representative Training Status and Calendar.

C.5.1.8 SUBTASK 8 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the

name of the employee, location of travel, duration of trip, and point of contact (POC) at travel location.

C.5.1.9 SUBTASK 9 – CONSTANT SERVICE IMPROVEMENT (CSI) ACTIVITIES

The contractor shall examine on a monthly basis, and identify where program improvement can be improved to provide a higher user experience to Government users. This contractor shall report this analysis to the Government as part of the Monthly Program Improvement Plan. This plan may contain new FAQs or training harvested from User Forum, Blog or peer-assist activities included in Tier 0-2 support, innovation, technology or changes in business processes within the contractor's direct control, or in associated processes or services. The contractor shall seek to implement these improvements within the scope and ceiling value of the Task Order. The contractor shall submit, with the Government's consent, a plan of action to implement these in scope changes.

C.5.1.10 SUBTASK 10 – DEVELOP TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan 180 Days from Task Order Award, and a Final Transition Plan NLT 90 calendar days prior to expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes
- b. Points of contact
- c. Location of technical and project management documentation
- d. Status of ongoing technical initiatives
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition
- f. Transition of Key Personnel
- g. Data Migration Plans
- h. Schedules and milestones
- i. Actions required of the Government

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.5.1.11 SUBTASK 11 – PROVIDE FSD STATUS INFORMATION

The contractor shall provide the Government with FSD status information in the following areas at a minimum:

- Top 5 issues for the last 7 calendar days, by system
- Total service requests for the last 7 days, by system, and type (phone, email, chat etc)
- Total service request for the current day, by system
- Tier 1 support sessions (users Average Speed to Answer telephone service requests for the current day
- Longest Wait time for the current day

- Abandonment Rate for the current day
- Average Telephone service request, to include the wait time, and the talk time

The contractor shall utilize a graphical Support Status Screen, and shall provide real-time or near real-time information on the IAE support. Near real-time is considered within one hour. The Support Status Screen shall provide the Government's IAE staff the ability to generate a status report containing this information in a Powerpoint type of format. Additionally, the contractor shall provide the Government the ability to export the data in to Excel upon demand.

C.5.1.12 SUBTASK 12 – SERVICE REQUEST MANAGEMENT SYSTEM TRAINING

The contractor shall train Government and contractor staff on the proposed Service Request Management System, and the FSD Portal components and services. This shall include initial system training, and limited user training for new users to be delivered by live webinars.

The contractor shall maintain user self-help materials to include FAQs, and a knowledgebase maintaining the Tier 0-2 IAE support materials.

C.5.2 TASK 2 – IMPLEMENT THE FINAL TRANSITION-IN PLAN

The contractor shall complete implementation of its Approved Final Transition-In Plan no later than (NLT) 30 calendar days after award (Section C.5.1.4 Transition-In). The contractor shall report weekly on the implementation plan. At a minimum, the Transition Status Report shall include:

- The status of establishing the Service Request Management System;
- The status and progress of transition activities overdue from the prior week's report;
- The planned activities for the prior week;
- The completed activities for the prior week;
- The planned activities for the current week;
- The overall transition status; and
- Any issue or task which requires the Government's attention or intervention.

C.5.3 TASK 3 – TIER 0 SUPPORT

The Contractor shall provide and manage all aspects of the FSD Tier 0 user support solution. This consists of hosting of the FSD portal, analyzing, developing and improving self-help user materials on the FSD portal, and includes, but is not limited to development, maintenance and enhancement of:

- The FSD Portal, to include all applets, services and technologies utilized to support users;
- Frequently Asked Questions (FAQs);
- Pre-recorded demonstrative video's demonstrating the purpose and usage of the application(s);
- The FSD knowledge base;
- Information on live and distance learning training on IAE applications;
- Operation of the Toll-Free telephone number transitioned to the contractor under Task 2: Transition In Support;
- Operation of the IVR deployed as part of Task 2: Transition-In Support;

- User online ticket submission capability;
- Email, and Blog technologies allowing users to self help or peer assist; and
- Any other modern technology generally available for user support purposes.

The contractor shall provide any required licenses as an ODC, including licenses for the Government's IAE PMO and the COR, who shall be granted access to the system, including read-only access the raw data on IAE tickets.

C.5.4 TASK 4 – TIER 1 SUPPORT – ALL APPLICATIONS

The contractor shall provide first line user assistance and support. This support shall accept service requests through all mediums, and meet the proposed service level agreements in satisfying the users' questions and/or issues. This includes, but is not limited to telephone service requests, Web Chat Service requests, IVR "Call Back" service requests, email service requests. Service levels are to apply to each application independent of the other applications in the IAE.

The contractor shall provide Tier 1 support and resolve user service requests, such as password resets, general questions, or routine issues that can be diagnosed and resolved without escalation to higher tiers of support in accordance with the service levels proposed.

The contractor shall strive to Warm Transfer all support calls. Only in cases where a live agent is not available in the receiving resolver group shall the contractor transfer a support call without first briefing the next responder to the circumstances and details of the service request. In cases when a Warm Transfer is not viable, the contractor shall inform the user, and notify them of where they are being transferred.

The contractor shall prepare for, and adjust to, seasonal changes in demand. This includes end of Federal Fiscal Year (EOY) surges in demand, as well as historically lower demands early in the Federal Fiscal Year.

The Contractor shall have the capability to support a wide range of customer service requests through all communications channels (e.g. telephone, e-mail, web chat), including, but not limited to:

- Service requests;
- General information requests;
- Referrals;
- Requests on specific programs, applications, and services;
- Emergency requests;
- Complaint requests; and
- Public comments.

To ensure the Government understands the nature of service request calls, the contractor shall have the ability to record calls, and make them available to the Government for their review. The contractor shall provide the Government the ability to listen in on in-progress calls.

The contractor shall include a Government provided link to a user survey tool on a service request tickets generated. The Government will provide the contractor read-only access to the survey site.

C.5.5 TASK 5 – TIER 2 SUPPORT – SAM

The contractor shall provide Tier 2 support to users of the SAM application. The contractor shall ensure that all members of its Tier 2 support staff are fully capable of resolving all service requests, unless:

- There is a network or system failure preventing the user from accessing the information in part or whole;
- There are policy, not technology, issues which are the nature of the service request;
- The service request is anticipated to require a change to the system, or application development; or
- The services request requires additional permissions to be granted by the Government.

The contractor shall ensure that all members of its Tier 2 staff are fully trained, capable, and enabled to providing this support. The contractor shall provide this Tier 2 support in accordance with the service levels proposed.

Should a sudden increase (spike) occur in SAM service requests, the contractor shall implement, with COR approval, an operational procedure that shifts SAM service request responsibilities as follows:

- Tier 1 Support: Execute limited scripts to resolve password resets, or otherwise only document tickets.
- Tier 2 Support: Provide Tier 1 in lieu of Tier 2 support.

During these periods, the service levels proposed do not apply to SAM.

When the contractor has ascertained that the spike has ended, the contractor, with the COR's approval, will return to normal operational procedures in accordance with the provisions of the Tasks identified in this order.

C.5.6 TASK 6 – OPTIONAL TIER 2 SUPPORT – OTHER IAE APPLICATIONS

The contractor shall provide Tier 2 support to users of other IAE applications. The contractor shall ensure that Tier 2 support is fully capable and enabled of resolving all service requests, unless:

- There is a network or system failure preventing the user from accessing the information in part or whole;
- There are policy, not technology, issues which are the nature of the service request;

- The service request is anticipated to require a change to the system, or application development; or
- The services request requires additional permissions to be granted by the Government.

The contractor shall ensure that all members of its Tier 2 staff are fully trained, capable, and enabled to provide this support. The contractor shall provide this Tier 2 support in accordance with the SLA's identified in Section J Attachment 5.

Should a sudden increase (spike) occur in services requests for one or more of the non-SAM IAE applications, the contractor shall implement, with COR approval, an operational procedure that shifts service request responsibilities as follows:

- Tier 1 Support: Execute limited scripts to resolve password resets, or otherwise only document tickets.
- Tier 2 Support: Provide Tier 1 in lieu of Tier 2 support.

During these periods, the service levels proposed do not apply to the affected application(s).

When the contractor has ascertained that the spike has ended, the contractor, with the COR's approval, will return to normal operational procedures in accordance with the provisions of the Tasks identified in this order.

C.5.7 TASK 7 – Continuity of Operations (COOP) SUPPORT

The contractor shall provide support in a manner that eliminates dependencies on any single call center or geography. In the case of a natural disaster, act of war, act of terrorism, or other act or situation that renders the contractor's call center(s) inoperable, the contractor shall have an established and COR approved COOP plan that will provide support with no interruption of service or service levels, IT systems or support, or other operational impact to the Government. This plan shall identify the thresholds or situations which would initiate a COOP execution, and define the recovery or reconstitutions requires when the situation is resolved or remediated. The contractor shall have a minimum of one call center that is part of its solution atleast fifty (50) miles distant from all other facilities.

The contractor, with COR approval, can determine that a situation or event has occurred that requires the COOP plan to be executed. When the situation or event has been resolved or remediated, the contractor shall, with COR approval, reconstitute to a non-COOP status.

C.5.8 TASK 8 – IMPLEMENT TRANSITION-OUT PLAN

The contractor shall implement its Government approved Transition-Out Plan no later than (NLT) 30 calendar days prior to expiration of the Task Order (Section C.5.1.10, Transition-Out). This shall include exporting all data and tickets, opened or close to a format acceptable to the new contractor, and transferring the Toll-free line to the new contractor.

C.5.9 TASK 9 – HOSTING OF THE FSD PORTAL

The contractor shall host the Federal Service Desk Portal. This includes providing all the required software, hardware and services necessary to provide the FSD Portal, and all content and technologies required to support the user community.

3. SECTION C STATEMENT OF WORK

Under Section C – Statement of Work, C.5.5 Task 5 is revised to add Task 5a as follows:

C.5.5. Task 5a

Contractor shall provide notarized letter support in accordance with the “FSD Notarized Letter Validation Process” dated 4/3/2018. Notarized letter management involves the receipt of mail, service ticket generation, review and verification of completeness and associated entity follow up, interaction with SAM operation contractor, and the archival of notarized letters received by entities currently registered and those seeking to be registered in SAM.

All notarized letter processing activities and contacts related to the notarized letter processing shall be separately identified and invoiced accordingly.